

**FOR RELEASE: January 2001**

**FS-2001-01**

## **FREE TAX HELP**

A user-friendly Web site and toll-free help lines will make it easier than ever to access the 5,000-plus tax products and services offered by the Internal Revenue Service in 2001.

The IRS Web site has links to forms, publications and other helpful tax preparation resources. From January 2 to April 17, toll-free phone lines will be open 24 hours a day, seven days a week. In addition, walk-in service is offered at more than 400 IRS offices nationwide.

Of course, the first place to look for answers to tax questions is the 2000 tax package. It contains tips for avoiding common mistakes and guidance for taxpayers who need help.

## **TAX HELP ON-LINE**

Millions of taxpayers visited the IRS site on the World Wide Web in 2000, downloading nearly 150 million forms, publications and a variety of topic-oriented tax information. Anyone with internet access can receive:

- tax forms, instructions, and publications.
- the latest tax information and tax law changes.
- tax tables and rate schedules.
- Publication 17, "Your Federal Income Tax."
- all TeleTax topics.
- answers to the most frequently asked tax questions.
- a library of tax regulations.
- the weekly Internal Revenue Bulletin, which contains all the latest revenue rulings, revenue procedures, notices, announcements, proposed regulations and final regulations.

The address for the IRS Web site is: *www.irs.gov*

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## **TAX ASSISTANCE BY TELEPHONE**

Need a form? Call the IRS special forms order line or try IRS TaxFax. Checking on a tax refund? Call the TeleTax line for quick service. Still need help? The IRS tax assistance phone service is available around the clock.

### **Tax Assistance -- 1-800-829-1040**

Taxpayers who can't find answers to tax questions in the tax form instructions or the free tax publications can call the IRS for help. Telephone tax assistance is available 24 hours a day, seven days a week. Tax assistance in Spanish is also available by calling 1-800-829-1040. This Spanish service will be available 16 hours a day, Monday through Saturday.

### **Recorded Tax Information -- 1-800-829-4477**

TeleTax offers information on more than 140 topics 24 hours a day, seven days a week via a Touch Tone phone. Taxpayers can call 1-800-829-4477 to hear recorded information on tax subjects such as earned income credit, child care/elderly credit, dependents and innocent spouse relief. TeleTax is also a source of information for questions about electronic filing, which form to use, or what to do if you can't pay your taxes. More than 6 million taxpayers used TeleTax last year for recorded tax information. TeleTax topics are also available on line at the IRS Web site.

### **Forms and Publications -- 1-800-TAX-FORM (1-800-829-3676)**

Free copies of current and prior tax forms, instructions and publications are available by calling the IRS. Orders should arrive within 10 days.

### **Forms by Fax -- (703) 368-9694**

IRS will fax any of about 150 different tax forms and instructions via TaxFax. Copies of TeleTax topics and small business newsletters are also available. Taxpayers must call from the telephone connected to the fax machine to use this service.

### **Automated Refund Information -- 1-800-829-4477**

Refund information for tax year 2000 is available on the automated IRS TeleTax system 24 hours a day, seven days a week from a Touch Tone phone. Taxpayers should allow at least four weeks after filing a return before calling to check on the status

of a refund.

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## **WALK-IN HELP**

Forms, publications and tax help are available at more than 400 IRS Taxpayer Assistance Centers nationwide. During the 2001 filing season, walk-in service will be offered on 12 Saturdays--January 27 through April 14--at many sites. From February 3 through February 24, the focus of the Saturday sessions will be the Earned Income Tax Credit (EITC).

Some of the most requested tax forms, instructions and publications are also available at IRS walk-in sites and at many post offices and libraries.

## **CD-ROM**

The 2000 Federal Tax Products CD-ROM contains more than 2,500 forms, instructions, and topic-oriented tax resources. Users can electronically search, view on-screen or print any of the items contained on the CD.

Buy the CD-ROM on the Internet at [www.irs.gov/cdorders](http://www.irs.gov/cdorders) for \$21, or call 1-877-CDFORMS (1-877-233-6767) toll-free to buy it for \$21 (plus a \$5 handling fee).

## **VOLUNTEER PROGRAMS**

Millions of taxpayers were assisted last filing season at more than 18,000 IRS Volunteer Income Tax Assistance (VITA) sites and Tax Counseling for the Elderly (TCE) sites. These programs offer free tax help to people who cannot afford a paid professional. Volunteers help prepare basic tax returns for taxpayers with special needs, including persons with disabilities, those with low incomes, non-English speaking persons and the elderly. Assistance is provided at shopping malls, libraries, community centers and other convenient locations. Taxpayers should check their newspapers or call their local IRS office for nearby locations.

## **PROBLEM SOLVING**

The IRS Taxpayer Advocate Service provides assistance to taxpayers whose problems have not been resolved through the normal IRS process. The IRS provides a National Taxpayer Advocate, an Advocate in each service center and at least one Advocate in each state.

For problems that have not been resolved by prior contacts with the IRS, the

Taxpayer Advocate Service has a toll-free help line at 1-877-777-4778. Around-the-clock service is available except on holidays.

In addition, IRS's Problem Solving Day will continue in 2001. Details will be posted on the IRS Web site at [www.irs.gov](http://www.irs.gov).

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